STATE OF ALABAMA DEPARTMENT OF
CONSERVATION AND NATURAL RESOURCES— FY10 IT STRATEGIC PLAN WORKSHEET

IT MISSION

To provide information technology services supporting the mission of the Department of Conservation and Natural Resources

IT VISION

To lead the Department of Conservation and Natural Resources' efforts to efficiently and innovatively apply information technologies in order to better serve the people of Alabama

VALUES

- Service
  We are dedicated to meeting the IT needs of the ADCNR and its stakeholders
- Excellence
  We provide superior IT services consistently enhancing our users' efficient use of allocated resources
- Integrity
  We are committed to an organizational environment based on the highest standards of professionalism, honesty, and ethical behavior
- Teamwork
  We are committed to maintaining the communication, expertise, and mutual support required for IT staff to be effective team members while fostering collaboration with our users and stakeholders

STAKEHOLDERS
(Expectations)

CUSTOMERS
- ADCNR divisions and employees

Expectations
➤ *Reliable, dependable, and responsive services, systems, and support*
➤ *IT options and solutions that focus on user needs*
➤ *IT staff can clearly communicate IT capabilities and options to users*

➤ *Ensure data integrity is maintained during collection and processing*
➤ *Stable, cost-effective services and support that increase services without substantial cost increases*
➤ *IT staff remain current and knowledgeable to support and exploit newer information technologies*
➤ *Greater online services*
➤ *Work with content managers to ensure website is current, accurate, and available*
➤ *Provide evidence showing impact of IT on business practices and departmental functions and outcomes*
➤ *Legacy systems will be maintained at a level allowing a smooth transition to new operations and systems*

PARTNERS AND LEADERS
- Business partners
- Other governmental agencies
- General public
  Expectations
➤ *Reliable, dependable, and responsive online services*
➤ *Current, accurate, comprehensive, and well designed website that is available 24/7*

STRENGTHS

- Dedicated, knowledgeable IT staff
- Ability to overcome shortfalls to meet customer needs

WEAKNESSES

- Current demands for IT services outpace staffing and resource capabilities
- Lack of standardized information technology, application, and accounting processes and systems in Divisions.
- Lack of training and tools for data management and manipulation

OPPORTUNITIES

- Expansion of Web-based applications, information, and services
- Development of emerging business partnerships

THREATS

- Lack of adequate Department funding to consistently support services and mission
- The State Personnel system does not consistently recruit and identify qualified applicants that meet IT staffing needs
- Inconsistent leadership and services from ISD, including levying unfunded mandates and failing to establish a cost-effective statewide information systems infrastructure
- Inadequate space to permit growth needed to meet departmental IT needs

CRITICAL ISSUES

EC1: ISD needs to work with appropriate agencies and vendors to fund and create an affordable State wide-area network that enables the availability of IT services at remote locations, especially State Parks and law enforcement. (G1)

EC2: We need alternative service solutions to ISD when their services and prices are not competitive. (G1)

EC3: State Personnel needs to work with Department to ensure qualifications needed to be placed on the register accurately reflect skills needed to support the Department's initiatives. (G1)

WORKLOAD MEASURES (1-2(4))

W1:# of computer systems (hardware and software) supported
W2:# of work hours to develop applications

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Key Goals, Objectives and Strategy

G1: **Document Imaging and Management System** - Support current Departmental initiatives to improve critical services, business practices, and efficiencies by using information technology to implement a document imaging and management system.

OBJ1: Document management is available to F.A.B staff by 2008. (G1)

S1: Pilot system (G1)
A. Develop in house D.M.S capability (John 12/31/08)

B. Pilot D.M.S in selected work units (John 6/30/09)

C. Develop training program for users (John 9/30/09)

S2: Deploy D.M.S system throughout F.A.B (G1)

A. Intro. / sell system (Julie 9/30/09)

B. Train users (start in rollout)

C. Rollout deployment

D. Track, measure usage(9/30/10)

G2: **Property Management System** - Support current Departmental initiatives to improve critical services, business practices, and efficiencies by using information technology to implement a property management system.

OBJ1: By FY10, provide a P.M.S to all parks. (G2)

S1: Roll out PMS to all Parks

A: Implement rollout schedule with onsite support (John 9/30/10)

B: Website operational (Ron 10/1/08 ongoing in rollout) (G2)

C. Coordinate management functions with Megasys (G2)

D. Manage System issues (G2)

G3: **Boat Registration System** - Support current Departmental initiatives to improve critical services, business practices, and efficiencies by using information technology to implement a boat registration system.

OBJ1: Boat registration system (home internet and probate office) operational by FY2010 (G3)

S1: Roll out Probate and Web registrations

A. Identify & contact probate offices to use system (Cheri H.) (G3)

B. Train through test site access (Cheri H.) (G3)

C. Probate meeting presentations and email marketing to probate offices & web registrations (Cheri H.) (G3)

D. Manage system issues (Cheri H.) (G3)